

POSITION DESCRIPTION

IMPORTANT: PLEASE READ INSTRUCTIONS ON PAGES 2 and 3

OSER-DCLR-10 (Rev. 08-2010)
State of Wisconsin
Office of State Employment Relations

1. Position No.	2. Cert / Reclass Request No.	3. Agency No.
300328	16-0088	437

4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS WI Department of Children and Families Division of Management Services	
6. CLASSIFICATION TITLE OF POSITION DCF PROGRAM SUPERVISOR	Bureau of Finance/Collections Section 201 E Washington Ave Madison WI 53703	
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT Aimee Merrigan Collections Specialist	
9. AGENCY WORKING TITLE OF POSITION Collections Supervisor	10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES	
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Faye Simonini Financial Management Supervisor	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?	
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84).		
14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:		

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
	SEE ATTACHED	

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See instructions on Page 2.)

- a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:
☐ P-FILE ☐ OFFICE OF STATE EMPLOYMENT RELATIONS ☐ EMPLOYEE ☐ DEPARTMENT ☐ CERT REQUEST COPY

**Department of Children and Families
Bureau of Finance
DCF Program Supervisor
Position #300328**

POSITION SUMMARY

Under the general supervision of the Collections Section Chief in the Bureau of Finance, this position carries responsibility for providing administrative, management, supervision and leadership to collection staff and resources necessary to carry out the Department's and Bureau's mission, objectives and goals. In carrying out their functions, the Supervisor supervises the activities of professional staff to assure compliance and consistency with all program requirements in state statutes, administrative codes, regulatory policies, Federal OMB Circulars, US GAAP, SCO accounting manual, etc. This position performs hiring procedures, disciplinary actions, performance evaluations, manages staff workload, and other management related functions.

This position also has independent responsibility to monitor, evaluate, and make improvements to complex systems including the Central Recoveries Enhanced System; Benefit Recovery Subsystem of CARES; EDocs electronic case filing system; and, Epayment System.

This position requires knowledge and experience with US GAAP, US GAAS, Committee of Sponsoring Organizations (COSO) internal control framework and complex computer systems. This position also must have extensive knowledge of collection related laws such as Federal bankruptcy, insolvency laws, lien priority laws, probate laws, garnishment and attachment law, FDCPA, FCRA and other applicable Federal and State laws and regulations. This position must have full knowledge and display demonstrated ability creating and documenting system procedures and enforcing strong system controls. Inappropriate policy or procedure development could impact entities beyond the Department.

This position is required to create complex reports and manage reconciliation processes. The position demands excellent communication skills, public speaking experience, and the development of successful training sessions for and statewide system users.

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

TIME % GOALS AND WORKER ACTIVITIES

30% A. Supervise, monitor, and lead Collection Specialists and Collection Specialist Seniors performing various accounting and collection duties.

- A1. Assist the Collections Section Chief by monitoring work assignments to ensure an efficient and effective functioning unit. Allocate staff resources according to established strategic plan and associated work plan priorities to maximize productivity.
- A2. Establish and implement operating policies and procedures for the section and assist the Chief in determining priorities for deployment of staff.
- A3. Initiate, develop and implement policies and procedures to ensure programs regulated statewide are consistent with requirements.
- A4. Direct staff activities to assure conformity and consistency of work with Department, Division and Bureau mission, goals, objectives and strategies.
- A5. Assist in defining performance standards for work objectives of staff and monitor quality performance expectations and review and reinforce through conferences and regular evaluations of work product.
- A6. Review and approve posting transactions created by staff.
- A7. Develop evaluation and interview questions, select balanced interview panel, conduct interviews, recommend selection and participate in training of new staff.
- A8. Recommend performance and merit awards for appropriate staff.

- A9. Assure procedures and policies in accordance with SCO accounting manual, GAAP, Federal Circulars, State Statute, Federal Regulations, etc.
- A10. Train and answer staff questions.
- A11. Hold regular meetings, conferences and work sessions with staff to develop and monitor work assignments, to problem solve and to ensure consistent direction.
- A12. Act as first-line supervisor for staff. Communicate statuses regularly to Section Chief.
- A13. Review workplace health and safety expectations and concerns with all employees.
- A14. Analyze and evaluate technology needs and implement increased use of technology to increase effectiveness and efficiency of section operations.
- A15. Review and approve work times and TD entered in PTA.
- A16. Monitor leave time to assure coverage of daily required duties.

5% B. Implement Affirmative Action/Civil Rights Compliance Plan within areas of responsibility and in compliance with federal and state civil rights laws.

- B1. Review section hiring selection process to assure fairness and equal opportunity for all applicants
- B2. Review section disciplinary actions, resignations, and dismissals for compliance with appropriate standards and rules.
- B3. Provide information and direction to section staff to assure support for the Affirmative Action/Civil Rights Compliance Plan.
- B4. Conduct exit interviews with staff as assigned.

30% C. Evaluate, document and suggest improvements for all financial activities and related internal controls in the complex collection systems which include the CRES, Benefit Recovery Subsystem of CARES, EDocs, BR Posting System, and Epayment System.

- C1. Gain expert knowledge and understanding of the related collection systems and programs which influence statewide collection policy.
- C2. Evaluate financial activity within the Benefit Recovery Systems initiated by collection staff, IT staff, case workers, private agencies and the counties. Document these activities and analyze related internal controls.

15% D. Create and maintain internal audit program of collection transactions.

- D1. Develop appropriate monthly reports and reconciliations of collection related financial data, utilizing CARES, EOS and WEbi.
- D2. Analyze collection trends in the data over time. Communicate these trends, oddities, and errors with Collections Section Chief.
- D3. Develop internal audit program of various collection related system's financial transactions. Evaluate the validity, accuracy, timeliness, allowability, consistency, and existence of proper documentation for each selected transaction.
- D4. Communicate and work with program staff, IT staff, and accounting staff to resolve and correct any issues.

15% E. Provision of expert technical assistance and consultative services to internal Department staff, management, Office of Inspector General and local agency staff.

- E1. Serve as the primary liaison with a variety of third parties such as the Department of Justice, Department of Revenue, Department of Corrections, Division of Hearings and Appeals, USDA/ Food and Nutrition Services, and County Clerks of Court to ensure improved collection revenue and adherence with all applicable laws and regulations.
- E2. Determine correct resolution of issues with debtors and make decisions on the appropriate handling of specific cases.
- E3. Serve as the Administrative Hearing lead for the proper processing of all collection related hearings with the Division of Hearings and Appeals in compliance with all laws.
- E4. Determine dischargeability of public assistance debts in accordance with Federal Bankruptcy laws and procedures.
- E5. Serve as Bureau of Finance, Collection Section representative at collection related meetings and workgroups.

5% F. Complete other financial and accounting projects as assigned.

- F1. Participate as an expert user of the data warehouse, independently develop queries and assist others in developing or verifying queries.
- F2. Represent the Bureau and Department as necessary.
- F3. Provide positive, timely customer service.
- F4. Assist in identifying and implementing solutions for problem areas as they occur. Identify changes in procedures that can help eliminate the problems from occurring again.
- F5. Document the procedures for assigned tasks.
- F6. Train other staff to implement procedures developed in various financial areas.
- F7. Complete other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Effective supervisory and managerial skills.
2. Ability to lead staff in carrying out the section's responsibility for evaluating and monitoring collection systems.
3. Thorough knowledge of collection laws and practices.
4. Ability to establish and maintain effective working relationships with employees, officials and the public.
5. Ability to negotiate agreements between organizational units with potentially conflicting priorities.
6. Knowledge of state statutes, federal regulations, administrative rules and department policies.
7. Knowledge of and ability to learn complex mainframe, web-based and PC applications.
8. Ability to interpret and communicate the intent of State statutes, Federal regulations, administrative rules and Department policies.
9. Ability to analyze, interpret and communicate financial data and results to non-financial managers.
10. Ability to exercise independent judgment in solving financial problems.
11. Ability to operate independently with minimal oversight.
12. Ability to communicate effectively with internal and external customers.
13. Ability to apply accounting principles in accordance with US GAAP, US GAAS, COSO, federal circulars, Federal Title IV-E program requirements, state statutes, regulations, administrative rules and department policies.
14. Thorough knowledge of modern accounting theory and practice.